Answers to questions submitted by vendors in response to RFP 2017-2

1. Can we get specifications on the MAGIK system as far as how an accounting interface can be customized to work?
Does it take csv files etc?

MSI handles the payment integration with the MAGIC system through the electronic funds process established by DFA. The MDAH vendor would not need to interface with MAGIC for any electronic funds processed through the NIC Payment Engine (TPE).

2. MSI specifications for customization to connect credit cards to their system?

Amendment 3 details the two ways to connect to the MSI payment system: Common Checkout Page (CCP) web-based integration and Direct Connect through TPE (The Payment Engine). The high-level requirements for these connection types begins on page 5 of Amendment 3. Additionally, MSI will need the vendor's SAQ D certificate for them to direct connect. The Magtek Dynamag plug and play is currently fully supported and compatible. Other credit card devices may be used with the MSI payment processor, but would require a certification process to be fully compatible.

3. Does MSI have a web browser credit card processing interface?

Yes, all web-based payments for the State of Mississippi are processed through MSI's Common Checkout Page (CCP), referenced on page 5 of Amendment 3.

4. Is there contact person(s) at MSI that an external interface can be discussed with?

Yes, the technical contact for MSI's payment services is Director of Technology, Derrick Cole. His email address is Derrick.Cole@egov.com .

5. What is the eta of construction for the gift shop areas at the two new museums?

Gift shop will be complete prior to the notice to proceed.

6. eta for computer cabling, etc?

Cabling is 95% complete now. Computer cabling will be complete before POS is installed at 2MM.

7. When can vendor access these areas?

Vendor can access the areas for installation at the time of notice to proceed.

8. Is there a layout of the gift shop counter areas showing computer cable connection, power outlets, etc., along with same for back offices at the new museums?

Yes

9. Will any other areas within MDAH be using the proposed software\hardware solutions? Administrative offices in other buildings?

This RFP includes our retail stores at the Old Capitol, the Welty House, Historic Jefferson College, and Grand Village of the Natchez Indians in addition to the new museums. Please refer to RFP Section VII Number 8.1 that displays a table of functional users by site. The four POS Terminals at the 2MM are divided as two terminals at the admission area near the entrance and two terminals in the retail area.

10. Writing a complete interface for Credit Card, Debit Card and EMV authorization is a costly project. Are we misunderstanding this integration?

CCP and TPE are the payment interface/gateway. The only development efforts required would be to send the payment information to the CCP or TPE gateway.

11. What hardware does TPE support?

EMV Compatible Signature Capture Pin Pad Device (Available no earlier than Q4 2017)
Tablet Kiosk Mobile Credit Card Swipe Device
Basic Magnetic Card Reader
Signature Capture Pin Pad Device
Check Reader/Imager
Verifone Credit/Debit Card Terminals

12. Is TPE certified/validated for this hardware?

Yes

13. Is TPE certified/validated for EMV? (attached doc didn't specifically mention EMV or chip cards)

Currently we do not anticipate completing our EMV pilot until at least Q4 2017 with the FD40 device being the only supported EMV device available for launch at that time.

14. Implementing EMV is an option with our application and our two middlewares. Would implementing EMV in this way eliminate the need to interface to Mississippi Interactive?

No

15. What is the state's end credit card processor?

TPE is the official processor for the State of Mississippi and currently uses WorldPay for credit card processing

16. Our application already supports 99.9% of all processors internationally. We do this through PCI DSS (tokenized with EMV support) middleware's Vantiv (directly) or Shift4 (as a gateway). We are concerned that writing this interface to Mississippi Interactive would require us to go through compliancy testing on the PCI side. If that is the case, this project may become cost prohibitive as your institution would have to fund those costs. Is it possible for your organization to utilize one of these middlewares vs. us custom developing the interface? I perceive that the integration to Mississippi Interactive for Credit Cards is a full credit card processor interface.

CCP and TPE are the payment interface/gateway. The only development efforts required would be to send the payment information to the CCP or TPE gateway. CCP and TPE meet all PCI DSS 3.2 requirements.

17. Are all sites pre-cabled?

Yes

18. We have a question regarding the requirement to interface with MSI for credit card processing. To meet that requirement an interface will have to be developed and tested. According to the project schedule the state plans to award the contract July 24th and the training of the solution would be completed by Oct 1. Assuming the contract award date does not slip – that leaves about 10 weeks for the awardee to develop, test, implement an interface while concurrently implementing a new system (hardware and software installation, system setup, data conversion, customer information import, inventory updates, training). Will the dates be adjusted (training, museum opening, etc.) if the state has no participating supplier that can complete the development work, testing, implementation and training of a system by Oct 1?

RFP Section VII Number 13.2 (p. 49) is our Mandatory requirement to train on functional equipment at the 2MM site before Oct. 1.

19. What bank account do the online ticket sales for Eudora Welty House and Garden need to go to? Can these online ticket sales go to the bank account for the 2 Mississippi Museums? If not then there will need to be a 2nd Ecommerce selling site just for Eudora Welty House and Garden that is separate from the 2 Mississippi Museums Ecommerce selling site.

All sites will use the same bank account.

20. Our solution for brick and mortar sales is Windows based and thus will not work on MAC OSX and IPad iOS, will this be a problem?

This question is related to the Technical Requirements in Section 9, number 9.1.1.6 (p.41). This requirement is not labelled "mandatory". Because it is not labelled "mandatory", vendors can report any limitations in the Proposal Exceptions section. See RFP 2017-2 Section V, pp. 24-26.

21. What type of data need to be migrated from your current system?

We would like to migrate as much data as possible but the following data must be migrated to the proposed solution:

- Current Inventory
- Vendor Records
- Historical records such as old inventory records, past sales, and purchasing information

22. Should we include pricing for new back office computers and monitors along with pricing for a database computer at each of the 5 locations?

No

23. Is there an interest in being able to sell Gift Cards?

Yes

24. What are the requirements for educational class registration?

There will be some program registration. We will need name and contact info and ability to pay online.

25. Is there interest in selling programs with registrations or would you prefer to treat these as tickets?

Yes. We are interested in selling programs with registration.

26. Is there interest in guest completing online forms and waivers as part of registration?

Yes

27. Would you like guest to complete payment upon registering online?

Yes

28. Is there an interest in processing group registration requests online?

Possibly

29. Is there an interest in having local organizations act as a reseller for the museums?

Not at this time.

30. Is there an interest in having local companies have the ability to provide employees with tickets at a discounted rate?

Not at this time.

31. Can you further explain requirement 8.2.5.4 Maps of different rental areas?

We would like to have facility use rental information along with images of the space with a calendar of available dates to be reviewed.

32. If membership is matched to a general ledger account separate from tickets and retail receipts, can this be resolved on the back end procedurally?

Membership sales will be deposited into an account for the Foundation for Mississippi History (not into the MDAH agency account). The Foundation for Mississippi History is a private organization, not a state government agency. Memberships will require deposits into a separate bank account from all other sales. It is acceptable for this to be achieved by either the proposed system that all other sales are processed or through a separate terminal dedicated to membership sales only. This RFP only requires the ability to add this functionality later. Pricing for that functionality will be determined later with the awarded vendor.

33. Would it be possible to use a single merchant ID to provide a streamlined process for guest online and onsite? Then in the backend reporting can be run to view total dollars generated in membership to be transferred.

Reporting must be able to distinguish memberships and other sales. Membership sales will be deposited into an account for the Foundation for Mississippi History (not into the MDAH agency account). The Foundation for Mississippi History is a private organization, not a state government agency. Memberships (online and onsite) must be deposited into a separate bank account. This RFP only requires the ability to add this functionality later. Pricing for that functionality will be determined later with the awarded vendor.

34. Although perhaps not a priority upon launch (depending on the system), how do you envision the structure of membership options as MDAH?

Currently the memberships are for the 2MM site and have multi-levels.

35. Will membership be for the master organization as oppose to each venue?

Each venue and currently only at the 2 Mississippi Museums (2MM) location.

36. Would there be interest in selling, renewing and processing gift memberships online?

Yes

39. Are there APIs currently available for the city's accounting system?

There are currently APIs available for use.

40. What type of interface is desired?

See Amendment 3, p.2 under section heading "MAGIC".

41. Is the city envisioning this to be a file interface with a journal entry import using the chart of accounts?

See Amendment 3, p.2 under section heading "MAGIC". MSI, the state's payment processor, will manage this interface. The awarded vendor only needs to integrate with MSI's portal.

42. Is there an interest in a semi-automated solution that enables staff to check and approve prior to uploading?

Not required.

43. Is the city's MSI processor capable of processing mobile EMV transactions?

MSI does not currently process EMV transactions.

44. Does MSI utilize tokenization?

MSI currently does not utilize tokenization.

45. Is there a list of hardware MSI has approved for credit card processing?

As requested, below is a list of devices MSI has previously used with other state agencies in Mississippi. MDAH will purchase credit card processing hardware apart from this RFP (see amendment 4 posted May 30, 2017):
1. Verifone mx870
2. Verifone 915
3. Magtek Dynamag

46. Will there be a separate network for the point of sale system across location? If so, what is the network speed?

It is our intentions to have the proposed point of sale system on its own network. Our network speed is 1 Gbps to the desktops.

47. How is the internet connectivity at each site?

Up to 100 Mbps - 2 Mississippi Museums, Old Capitol Museum

Up to 5 Mbps - Historic Jefferson College and Grand Village of Natchez Indians

Up to 1.5 Mbps (upgrading to 10 Mbps by November 2017) - Eudora Welty House and Garden

48. If hosted locally, does the MDAH desire to have the server at a particular museum location or offsite?

If hosted locally, we prefer the server be located in our datacenter (William F. Winter Archives and History Building)

49. Will any of the workstations need the ability to run in an offline mode due to connectivity?

Yes. See Number 8.3 under "Functional Requirements" on pg. 39.

50. Is there a desired to print tickets on thermal ticket paper or wristbands?

We would like to have the option.

51. Are customer displays required for each workstation?

Yes, (for customers to see what they are being charged).

52. Should a keyboard and mouse be included in the quote for each workstation or will those be supplied by MDAH?

RFP Section VII Number 10.1 (pg. 47) does not require a keyboard and mouse for the POS terminals. However, vendors can include them as options with equipment pricing.